

Position Description

Position Title	Food Services Manager
Position Number	30011723
Division	Community and Continuing Care
Department	Golden Oaks Complex
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Workers Grade 5
Classification Code	HS5 – HS32
Reports to	Director Of Nursing
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Aged Care Banning Order Register • National Disability Insurance Scheme (NDIS) Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Food Services Manager – Golden Oaks Complex is accountable for leading the planning, management, and delivery of food and environmental services across the Golden Oaks and Carshalton House sites. This position provides both operational oversight and leadership, ensuring compliance with Aged Care Quality Standards, the Aged Care Act, and Bendigo Health's policies and protocols.

The role is responsible for managing budgets, resources, and multi-disciplinary staff, ensuring efficient, safe, and consumer-centred food services that meet the diverse cultural, medical, and personal needs of residents.

The position exercises independence in the design of programs, workforce planning, and resource allocation, while ensuring compliance with organisational policies and professional standards.

Responsibilities and Accountabilities

Key Responsibilities

- Lead the delivery of high-quality food services that meet the Aged Care Quality Standards and residents' medical, cultural, and personal needs.
- Ensure menus comply with Victorian hospital and aged care nutrition standards and are regularly reviewed through food focus groups and consumer feedback.
- Oversee compliance with the Bendigo Health Food Safety Plan, FSANZ requirements, and the Aged Care Act (including Basic Daily Fee supplement reporting).
- Provide visible leadership and act as a role model for food services and environmental staff.
- Manage rostering, recruitment, training, and payroll systems (Kronos) to ensure effective staffing across kitchen, cleaning, laundry, and Fresh Cook services.
- Monitor and support staff performance, ensuring competencies are maintained and professional standards upheld.
- Manage human, financial, and environmental resources in collaboration with the Nurse Unit Managers and Director of Nursing.
- Ensure services are delivered efficiently, within budget, and in line with organisational priorities.
- Prepare and submit required reports, attend mandatory reviews, and provide updates to the Director of Nursing - Golden Oaks.
- Support organisational readiness for audits, accreditation, and disaster/emergency management requirements.
- Build and maintain strong relationships with residents, families, and staff, ensuring concerns are addressed promptly and respectfully, referring or escalating matters to the Nurse Unit Managers and Director of Nursing as required.
- Collaborate with allied health professionals and the Food Services Manager - Gibson Street Group to continuously improve service quality and resident experience.

Residential services specific activities

- Ensure a current understanding of contemporary issues and practices affecting the holistic management of residents (i.e. complex physical needs of residents, managing behaviours relating to dementia/depression, younger people with acquired brain injuries).
- Maintain a current knowledge of the documentation required for Aged Care and ensure their implementation to optimise resident outcomes.
- Maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards
- Notify your employer and document all incidents of alleged or suspected assaults (including unreasonable use of force and unlawful sexual contact) so that the appropriate response can be

undertaken to ensure the health, safety and wellbeing of residents, and to meet record keeping responsibilities under the Act.

- The law also requires staff to report missing residents in certain circumstances so Bendigo Health can respond in line with legislation.

Key Selection Criteria

Essential

1. Accreditation as a Food Safety Supervisor – Health Sector.
2. Minimum 5 years' experience in food services/aged care, with demonstrated management and leadership experience.
3. Demonstrated ability to manage significant operational areas including food, environmental, and associated services.
4. Proven expertise in budget development, financial planning, and resource management.
5. Strong track record of leading workforce planning, succession planning, and organisational change.
6. High-level ability to develop policies, influence practices, and lead continuous improvement initiatives.
7. Demonstrated success in representing services in external audits, accreditation, and stakeholder negotiations.
8. Highly developed interpersonal, motivational and written communication skills.

Specialist Expertise

9. Knowledge of Aged Care Quality Standards, the Aged Care Act, HACCP, and OH&S.
10. Experience in working with diverse resident groups including those with complex care needs, dementia, and culturally diverse backgrounds.
11. Proven ability to operate effectively in an environment of change and as part of a multi-disciplinary leadership team.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.

- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.